

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 11/10/2021
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 445203	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 11/08/2021
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NAME OF PROVIDER OR SUPPLIER

WEST MEADE PLACE

STREET ADDRESS, CITY, STATE, ZIP CODE

1000 ST LUKE DRIVE
NASHVILLE, TN 37205

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
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F 000 INITIAL COMMENTS

F 000

Complaint investigation #TN00055350 was completed on 11/8/2021 at West Meade Place. Deficiencies were cited related to complaint investigation #TN00055350 under 42 CFR PART 483, Requirements for Long Term Care Facilities.

F 584 Safe/Clean/Comfortable/Homelike Environment
SS=E CFR(s): 483.10(i)(1)-(7)

F 584

ATTACHMENT A

§483.10(i) Safe Environment.
The resident has a right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.

The facility must provide-
§483.10(i)(1) A safe, clean, comfortable, and homelike environment, allowing the resident to use his or her personal belongings to the extent possible.
(i) This includes ensuring that the resident can receive care and services safely and that the physical layout of the facility maximizes resident independence and does not pose a safety risk.
(ii) The facility shall exercise reasonable care for the protection of the resident's property from loss or theft.

§483.10(i)(2) Housekeeping and maintenance services necessary to maintain a sanitary, orderly, and comfortable interior;

§483.10(i)(3) Clean bed and bath linens that are in good condition;

§483.10(i)(4) Private closet space in each resident room, as specified in §483.90 (e)(2)(iv);

RECEIVED
NOV 24 2021
BY: *sg*

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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F 584	Continued From page 1 §483.10(i)(5) Adequate and comfortable lighting levels in all areas; §483.10(i)(6) Comfortable and safe temperature levels. Facilities initially certified after October 1, 1990 must maintain a temperature range of 71 to 81°F; and §483.10(i)(7) For the maintenance of comfortable sound levels. This REQUIREMENT is not met as evidenced by: Based on facility policy review, medical record review, observations and interviews, the facility failed to provide a sanitary environment for 6 (Rooms #3036, 3037, 3038, 3040, 3042, and 3rd Floor South Wing Central Bath) of 8 rooms reviewed. The findings include: Review of the undated facility's document titled, "Patient Rights", revealed, "...we support the patient/resident's right to live in an environment which is individualized for them...We strive to cultivate and sustain an excellent quality of life for each individual with person-centered care and services, by honoring and supporting each patient/resident's preferences, choices, values and beliefs..." Review of facility policy titled, "Cleaning and Disinfecting Residents' Rooms," revised 8/2011, revealed, "...The purpose of this procedure is to provide guidelines for cleaning and disinfecting residents' rooms...1. Housekeeping surfaces (e.g. [for example], floors, tabletops) will be cleaned on a regular basis, when spills occur, and when these surfaces are visibly soiled...2.	F 584			

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F 584	Continued From page 2 Environmental surfaces will be disinfected (or cleaned) on a regular basis (e.g., daily, three times a week) and when surfaces are visibly soiled..."	F 584.			
	Review of the medical record revealed Resident #1 was admitted to the facility on 8/4/2021 with diagnoses which included Bi-Polar Disorder, Schizoaffective Disorder and Body Dysmorphic Disorder.				
	Review of the 5-day Minimum Data Set (MDS) Assessment for Resident #1 dated 8/11/2021, revealed a Brief Interview for Mental Status (BIMS) score of 15, which indicated no cognitive impairment.				
	Review of the medical record revealed Resident #4 was admitted to the facility on 08/19/2016 with a readmission on 05/18/2021. Diagnoses included Hemiplegia and Hemiparesis following Cerebral Infarction, Dysphagia and Cerebral aneurysm.				
	Review of the Annual MDS Assessment for Resident #4 dated 08/19/2021, revealed a BIMS score of 15, which indicated no cognitive impairment.				
	Review of the medical record revealed Resident #5 was admitted to the facility on 8/06/2019 with diagnoses which included Chronic Atrial Fibrillation, Orthostatic Hypotension and Hypertensive Heart Disease.				
	Review of the Annual MDS Assessment for Resident #5 dated 08/12/2021, revealed a BIMS score of 15, which indicated no cognitive				

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F 584	<p>Continued From page 3 impairment.</p> <p>Review of the medical record revealed Resident #6 was admitted to the facility on 04/06/2018 with diagnoses which included Hypertensive Chronic Kidney Disease, Cervicalgia and Restless Leg Syndrome.</p> <p>Review of the Quarterly MDS Assessment for Resident #6 dated 10/08/2021, revealed a BIMS score of 14 which indicated no cognitive impairment.</p> <p>Review of the medical record revealed Resident #7 was admitted to the facility on 03/10/2021 with diagnoses which included Alzheimer's Disease, Hypertensive Chronic Kidney Disease and Anxiety Disorder.</p> <p>Review of the MDS Assessment for Resident #7 dated 09/17/2021, revealed a BIMS score of 4, which indicated severe cognitive impairment.</p> <p>Observation of the 3rd Floor South Wing Central Bath on 11/8/2021 at 9:29 AM, revealed a strong smell of urine, debris on the floor, a yellow sling laying on the floor next to the commode and soiled linen on the floor.</p> <p>Observation of room 3042 on 11/8/2021 at 9:31 AM revealed debris (appeared to be crumbs and dust) in the floor.</p> <p>Observation of room 3040 on 11/8/2021 at 11:02 AM revealed debris on the floor of the bathroom, a used washcloth under the sink on the floor, a pink pan with brown debris in it under the sink, the sink vanity top was dirty, a brown smudge under the toilet flush handle on the toilet tank.</p>	F 584			

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F 584	Continued From page 4 Observation of the room revealed a clean adult brief in the floor and blue incontinent pads on the floor beside "A" bed. Further observation revealed a plastic bag that was tied up with linen in it on the floor and a bath pan that contained 4 water pitchers on the floor. Observation of the bathroom in room 3042 on 11/8/2021 at 12:05 PM revealed adult briefs, a grey blanket, and a basket with toiletries in it on the floor of the bathroom. The commode had black/brown debris in the bowl. The sink vanity was cluttered with personal items and a tube of denture adhesive without a lid. Further observation in room 3042 revealed a trash can without a liner near the "B" bed with debris in the bottom of the can. There was dust on the head board and foot board of both beds and on all furniture surfaces. Observation of "A" bed side, revealed a yellow/brown smudge on the wall above the trash can, the overbed table drawer edge had splattered dried debris, a white substance on the floor near the head of the bed and on the bedside table. Observation of room 3037 on 11/8/2021 at 12:17 PM revealed the toilet had yellow liquid in it, and smelled of urine. The bathroom floor had debris and 2 gloves on it. The sink vanity was soiled with a brown debris and no liner in the trashcans. The trashcans had brown debris in the bottom of them. Further observation revealed dust on the headboards and footboards and on all furniture surfaces. Observation of room 3038 on 11/8/2021 at 12:19 PM revealed there was debris and dust covering the bathroom floor. Further observation revealed partially dried orange/yellow/brown substance	F 584			

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F 584	Continued From page 5 around the toilet base. There was dried crusty debris under 2 uncovered toothbrushes on the sink vanity and no liner in the trashcan. Observation of room 3036 on 11/8/2021 at 12:20 PM revealed the windowsill with rings of dirt and debris on the surface. Further observation revealed a dried white substance behind the commode in the bathroom, a black, dried piece of debris on the wall next to the vanity, and brown/black debris around the base of the commode. Observation in the South Wing 3rd Floor hallway, outside the Central Bath, revealed a chair with 2 large white dried smears on the cushion. During a phone interview on 11/8/2021 at 9:17 AM with Resident #1, she stated she was here in August for rehabilitation, and her bathroom was "nasty." She stated she asked the Administrator to have someone come and clean it, so he sent someone, but the toilet was still dirty after the housekeeper left. She stated the bathtub in her room had a brown film on it, and she refused to take a bath and only took showers while she was there. During an interview on 11/8/2021 at 11:02 AM with Resident #4, she stated, "They clean my room. The bathroom needs some attention though." During an interview on 11/8/2021 at 12:05 PM with Resident #5, she stated, "Housekeeping hasn't been in here today. Sometimes, when the techs (Certified Nursing Assistants) can't stand it anymore, they will sweep up the floor and pick up a little. When housekeeping does come in, all	F 584			

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F 584	<p>Continued From page 6</p> <p>they do is sweep the floor. My roommate went and bought her own toilet bowl cleaner and tries to clean her toilet herself."</p> <p>During an interview on 11/08/2021 at 12:14 PM, Certified Nursing Assistant (CNA) #1 stated, "I work through agency, but I have worked in this facility a lot over the past three years. This facility is the dirtiest place that I have ever worked. They don't have anyone to work in housekeeping, the CNA's sweep a little every now and then when it gets overwhelming."</p> <p>During an interview on 11/8/2021 at 12:17 PM with Resident #7, she stated, "Housekeeping doesn't come in very often."</p> <p>During an interview on 11/8/20221 at 12:20 PM with Resident #6, she stated, "Housekeeping usually comes in once a week. They (housekeepers) tell me they don't have enough help. When I ask for my room to be cleaned, it's like pulling teeth."</p> <p>During an interview on 11/8/2021 at 12:29 PM with the Housekeeping Supervisor, he confirmed the facility is experiencing a "huge" shortage in housekeeping personnel. He stated he only has 2 Full Time Housekeepers and there is not enough to clean the rooms as they should be. He stated recruitment efforts are ongoing and they have contacted an agency, but the price was unreasonable compared to what the facility's base pay for a housekeeper was.</p> <p>During a Interview and walking observation with the Housekeeping Supervisor on 11/8/2021 at 12:34 PM, he confirmed rooms 3042, 3041, 3040, 3039, 3037, 3038, and the 3rd floor South Wing</p>	F 584			

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F 584	Continued From page 7 Central Bath were dirty and had not had housekeeping services as required. During an interview on 11/8/2021 at 1:25 PM with the Administrator, he stated the facility has been struggling with housekeeping staffing "for a while".	F 584			

Attachment A

F 584

Safe/Clean/Comfortable/Homelike Environment

1. On 11/9/21, the housekeeping staff were in-serviced on proper cleaning procedures, for resident rooms and emphasizing particular attention to surfaces, bathrooms sinks, vanities and toilets. The housekeeping staff were instructed to remove any linen by bagging and placing it in the soiled linen room. Housekeeping staff were instructed to change all trashcan liners and to clean trash cans if they are dirty. Housekeeping staff were re-educated on high touch areas and dusting of all furniture, blinds, windowsills, etc. in resident rooms. Housekeeping staff were instructed how to properly mop and make sure all visible stains are removed from floor surfaces. Follow-up visits were conducted by the housekeeping supervisor and the maintenance director on the afternoon of 11/9/21.
2. Staffing issues have been addressed by incorporating a housekeeping staffing agency to ensure the appropriate level of staffing to meet the daily needs of the health center and its residents until more center staff can be identified and hired.
3. Frequency of in-services has increased to ensure cleaning procedures are understood and followed. The director of plant operations has added a housekeeping supervisor under his direction to help manage housekeeping employee's daily routines. Checklists of required cleaning assignments per room were given to each housekeeping staff member so they can document all cleaning procedures that occur. The housekeeping staff is reporting all completed assignments to the housekeeping supervisor at the end of each day. Staff room checks are reviewed daily by supervisor for completion and verified by physical inspection.
4. The plant operations director will be conducting monthly audits for the next 3 months to ensure continuing compliance. Quarterly audits will begin after this, and results of audits will be reported in the monthly QAPI meetings. Any further adjustments will be at the discretion of the administrator.

Completion Date: 12/17/21